



# **ADA: COMPLAINT PROCESS**

## **What is the ADA?**

The Americans with Disabilities Act of 1990 (ADA) prohibits disability discrimination by public entities, including local governments.

If you believe that you have received discriminatory treatment by the City of Beaverton, a city contractor, or a city sub recipient of federal funds on the basis of your disability, you have the right to file a complaint with the city's ADA Coordinator. This is an administrative process that does not provide for compensatory or punitive damages. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

## **How do I file a complaint?**

Complainants must use the city's ADA/Title VI Complaint Form at [www.BeavertonOregon.gov/titlevi](http://www.BeavertonOregon.gov/titlevi) . If the complainant needs assistance in reducing the complaint to writing or signing it, he or she may request assistance from the ADA Coordinator or may have another person write and acknowledge the complaint on his or her behalf. The form may be sent, faxed or emailed to:

ADA Coordinator, Human Resources  
City of Beaverton  
PO Box 4755  
12725 SW Millikan Way  
Beaverton, OR 97076-4755  
Email: [HRmail@BeavertonOregon.gov](mailto:HRmail@BeavertonOregon.gov)  
Fax: (503) 526-2572

The city's process is not exclusive. Complaints may also be filed with other state or federal agencies. If a complaint is filed with both the city and an external agency, the external complaint shall supersede the city's complaint and the city's complaint process will be suspended pending the external agency's findings. Complaints filed directly against the city will be forwarded to the Oregon Department of Transportation and the Federal Highway Administration for investigation and determination.

## **Processing a Complaint.**

Within 10 business days of receiving the complaint, the ADA Coordinator will notify the complainant. The ADA Coordinator will work with all affected parties and attempt to resolve the complaint. The option of informal mediation may be used at any stage. If the parties are unable to resolve the complaint, the ADA Coordinator will investigate. The complainant will receive a written decision within 60 business days of the ADA Coordinator's receipt of the complaint.

**Appealing the Decision.**

If the complainant is not satisfied with the ADA Coordinator's decision, the complainant has 14 business days from the date of the decision to provide written notice of appeal to the ADA Coordinator.

The appeal shall be to the city's Human Resources Director. The Human Resources Director shall issue a decision on the appeal within 30 business days of the written notice of appeal, which shall be the final decision of the city.